

CountyStat 2009 Quarter 3 Report

Highlights from Last Quarter

CountyStat Supports OMB FY11 and FY12 Budget Analysis

Working in conjunction with the Office of Management and Budget, CountyStat is in the process of analyzing various program operations in an effort to generate greater efficiency and cost savings. As the County faces unprecedented budget shortfalls, many departments and offices are being asked to re-examine their current practices. To meet this increased demand on individual departments, CountyStat is offering analytical support to all departments in an effort to mitigate the impacts of the budget shortage on service provision.

In addition to analytical support, CountyStat has conducted numerous focus groups aimed at identifying innovative solutions and best practices that once applied to current County practice, will result in fiscal savings and greater operational efficiency.

CountyStat Conducts Annual Internal Customer Survey

As part of ongoing efforts to improve internal operations, CountyStat recently conducted the annual Internal Customer Satisfaction Survey. Despite ongoing budget cuts, only two departments demonstrated statistically significant declines in any individual aspect of their performance. In terms of overall rating, no departments had statistically significant changes from last year.

This year marks the third year that CountyStat has conducted the survey. A comparison of departmental performance from 2007 to 2009 can be found in the figure to the right. As demonstrated in the figure, all departments have shown overall improvement over this time period.

For more information on the County's Internal Customer Satisfaction Survey, please visit the CountyStat website here: [2009 Internal Survey Results](#)

Upcoming Meetings

Departmental

- Dept. of Transportation
- Office of Human Resources

Cross-Departmental

- Health and Retirement Benefits
- Overtime Reduction
- Principle Residence Tax Credit

County Initiative

- Pedestrian Safety

**Comparison of Results by Question by Service Area
Statistically Significant Changes: 2007-2009**

	CAT	FIN	Bldg	Cap Dev	Fleet	Leas	PMA	PRO	OHR	OMB	PIO	DTS	Q Avg
Overall Avg													
1:Quality													
2:Effort													
3:Success													
4:Comm													
5:Pro Know													
6:Available													
7:Respons													
8:Initiative													
9:Process													
10:Guidance													
11:Timely													
12:Info													
13:Innovate													

 Improved 2007-2009  No change 2007-2009  Declined 2007-2009 

CountyStat Links



Meeting Schedule



New Performance Reports



Download Meeting Materials



Contact CountyStat

CountyStat is interested in hearing your meeting topic suggestions, focused on addressing large-scale problems within the government that would result in improving program performance and/or efficiency. Submit suggestions to the CountyStat Office via email, countystat@montgomerycountymd.gov,